DOCUMENT RESUME

ED 166 448 CE 019 796

AUTHOR	Hawkins, Nancy Malloy
TITLE	Task Simulation: Word Processing. Teacher [and Student Manuals], B. Correspondence Secretary in a Word Processing Center.
INSTITUTION	Clemson Univ., S.C. Vocational Education Media Center.; South Carolina State Dept. of Education, Columbia. Office of Vocational Education.
SPONS AGENCY	South Carolina State Dept. of Education, Columbia.
PUB DATE	78
NOTE	19p.; For related documents see ED 155 303, ED 155 400-478, CE 019 471-478, CE 019 480-489, and CE 019 792-801 ; Parts may not reproduce clearly due to colored background
AVAILABLE FROM	Vocational Education Media Center, 10 Tillman Hall, Clemson University, Clemson, South Carolina 29631 ($5.00)
EDRS PRICE	MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; *Business Correspondence; Independent Study; *Learning Activities; *Office Occupations Education; *Performance Based Education; Postsecondary Education; Secondary Education; Secretaries; Simulation; *Typewriting; Vocational Education; Worksheets
IDENTIFIERS	Vocational Technical Education Consortium States

ABSTRACT

This task-simulation learning module on being a correspondence secretary for secondary and postsecondary teachers and students, the sixth in a series of eleven task and in-basket simulations, was designed to provide individualized instruction in office occupations courses, such as introductory business and typewriting. The module is divided into two parts. The first, developed for teacher use, includes the following: teacher instructions; definitions of task and in-basket simulations; objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; completion time; method of evaluation; definitions of terminology; pre-test with answer key; answer key for two learning tasks; and worksheets. The second part, developed for student use, includes the following: objectives (learning tasks); prior student experiences; necessary equipment, supplies, and resources; description of simulation situation; instructions for two learning tasks; and worksheet. (This module was developed around performance objective 74 of the V-TECS [Vocational-Technical Education Consortium of States] Secretarial Catalog. Other related office occupations instructional materials are available in ERIC--see note.] (EM)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED166448

TASK SIMULATION

WORD PROCESSING

TEACHER

B

CORRESPONDENCE SECRETARY IN A WORD PROCESSING CENTER

Developed by

Nancy Malloy Hawkins

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

© 1978 South Carolina Department of Education

CE 019 796

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

"PERMISSION TO REPRODUCE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Arthur K. Jensen

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

TEACHER INSTRUCTIONS

The task and in-basket simulations have been developed to supplement performance objectives in the V-TECS Secretarial Catalog. The simulations are designed for individualized instruction and can be used in several office occupations courses. Teachers involved in a 1976 EPDA workshop wrote the simulations and tested these materials in their classrooms. Suggested time limits may vary according to the ability and experience of your students.

The level of difficulty is noted on each simulation. "A" indicates an easy simulation, "B" average, and "C" difficult. This rating may vary according to the capabilities of your students. Pre-tests are included in the task simulations.

Students should not write on the simulations. Answer sheets for the in-basket simulations are included in the teacher materials and should be duplicated as needed. The teacher key for in-basket simulations reflects one correct method of listing priorities. Evaluation should be flexible. If a student can justify answers which differ from the suggested answers, they should be accepted as correct. You may prefer to use the in-basket simulations as learning experiences rather than for evaluation purposes.

Teachers should complete each simulation before making assignments to students. You must be familiar with the contents in order to answer questions. Avoid giving too many directions and hints. The purpose of the simulations is to teach your students to think and to make decisions under pressure.

Prior to using the Word Processing simulations, students should be familiar with the list of terms which accompany each word processing simulation.

DEFINITIONS

A task simulation is an instructional technique in which the learner performs several different tasks. The simulation requires that the learner use previously acquired skills and knowledge in order to complete the tasks. An in-basket simulation is a technique in which a specific position is described and in which the learner is required to make decisions about the priority of each task described in the simulation. In an in-basket simulation, tasks are not performed by the student but are listed in order of priority.

THIS TASK SIMULATION CORRELATES WITH V-TECS PERFORMANCE OBJECTIVE 74 IN THE SECRETARIAL CATALOG.

TITLE:

Correspondence Secretary in a Word Processing Center.

OBJECTIVE:

The student will (1) transcribe the three pieces of recorded dictation into mailable form, and (2) put into mailable form a rough draft letter containing proofreader's marks.

COMPLETION TIME:

Two 55-minute class periods.

PRIOR STUDENT EXPERIENCE:

The student should have completed Typing I and II or be currently enrolled in Typing II. The student must know (1) how to set up a letter in block letter form, (2) how to operate a transcribing machine, and (3) how to operate an automatic and/or electric typewriter. The student should also be familiar with proofreader's marks.

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES

Transcribing machine
Automatic and/or electric typewriter
Recorded dictation
3 sheets of letterhead stationery
3 envelopes -- No. 10
1 sheet of carbon paper
4 sheets of onionskin paper
1 interoffice memorandum form
Typewriter eraser
Dictionary
Book which contains letter styles and correct procedure for addressing envelopes.
List of proofreader's marks
V-TECS Secretarial Catalog

METHOD OF EVALUATION:

Mailable or unmailable. A pretest is included and may be used to determine whether students are ready for this simulation.

NOTE:

Make a recording by dictating Letter 1, Interoffice Memo, and Letter 2 from the key provided in this package.

WORD PROCESSING TERMINOLOGY

1. Word processing is the automation of the typing function starting with the dictator (word originator) and ending with the dispatch of the written document. It involves the use of power or automated typing machines, magnetic dictation units, and rapid messenger service back to the originator.

2. MCST stands for magnetic card selectric typewriter.

3. MTST stands for magnetic tape selectric typewriter.

4. A memory typewriter is an automatic typewriter which can store recorded material in its memory. This material can be recalled and used at a later time. As many as 200,000 characters can be stored in this machine.

5. A correspondence secretary is a person whose principal duty is production typing.

6. An administrative secretary is a secretary whose duties include various secretarial tasks other than production typing.

7. An originator is a dictator.

8. A principal is a person who is assisted by one or more administrative secretaries.

9. Automatic typewriters are any typewriters that are controlled by automated means. Various input medias such as magnetic cards, magnetic tape, etc., are used with these machines.

10. Turn around time is the time it takes the document to get from the originator through the center and back to the originator.

11. Reverse printout is a process in which the typewriter prints from left to right, as is usual, and on the next line will print from right to left. Xerox and Linolex companies use the reverse printout principle.

12. A cathode ray tube is an electronic vacuum tube containing a screen on which information can be displayed. The abbreviation CRT is frequently used to refer to a cathode ray tube.

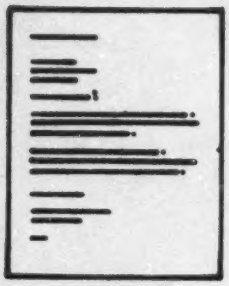
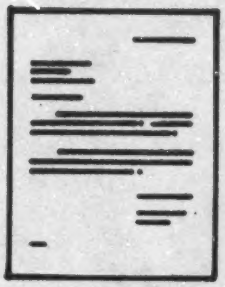
PRE-TEST

1. Match the following proofreader's marks with the corresponding meanings. Record your answers on a separate sheet of paper.

   a. ^ b. ⌣ c. ⌇ d. lc

   1. Delete _____
   2. Lower case _____
   3. Insert _____
   4. Transpose _____

2. Record the letter(s) below that illustrate(s) the full block(ed) letter style

   a.  b. c. 

3. Punctuation

   A colon after the salutation and a comma after the complimentary closing illustrate

   a. Mixed (standard) punctuation
   b. Open punctuation
   c. Closed punctuation

PRE-TEST

ANSWER KEY

1. 1. c
   2. d
   3. a
   4. b
2. a
3. a

TRANSCRIPTION: Letter 1

November 20, 19--

Mr. Frederick Henry
555 Tracy Avenue
Rockwell City, Iowa 50483

Dear Mr. Henry:

Palmetto State Paper Company would like to say "Thank You" for the efficient, prompt manner in which you handle your account. It is a real pleasure for us to serve you.

If all our customers were as prompt and conscientious as you are, our job would be easier and much more pleasant.

Thank you again, Mr. Henry, for being our customer.

Sincerely,

Lois L. Kane
Credit Manager

urs

INTEROFFICE MEMORANDUM

TO: John P. Larmer, Sales Manager DATE: November 20, 19--

FROM: Lois L. Kane SUBJECT: Notice of Meeting

Your attendance is requested at our next monthly planning meeting to be held in the Board Room on November 26 at 10 a.m. Please be on time as we have much to discuss.

urs

TRANSCRIPTION: Letter 2

November 20, 19--

Professor John Bennett
College of Business
Eastern Michigan University
Detroit, Michigan 48506

Dear John:

I apologize for the delay in answering your letter of November 5, but I have just this week returned from Texas.

Your invitation to serve on the International Communication Panel is very flattering and tempting, but I must decline because my schedule does not allow me the time I would need to research my topic.

I do plan to attend the meeting in Atlanta and anticipate seeing you and enjoying the splendid program which you have so skillfully arranged for our American Paper Association meeting.

Sincerely,

Lois L. Kane

urs

MAILABLE LETTER FORM ROUGH DRAFT COPY

November 20, 19--

Mr. M. J. Grove
Grove Paper Company
1106 Gunter Street
Memphis, Tennessee 32304

Dear Mr. Grove:

On September 15, October 15 and November 15 we wrote asking you either to forward a check in the amount of $520.80 or let us know why you have not paid for the paper which we shipped you three months ago.

As of this date, we have received neither your check nor had a reply from you.

It is imperative that we receive a check in the amount of $520.80 no later than December 1, 19--. If we have not received payment by December 2, your account will be turned over to our attorney for collection on December 3, 19--.

We await your check.

Sincerely,

Lois L. Kane
Credit Manager

urs

Palmetto State Paper Co,
One Gamecock Lane
Columbia, SC 29208

Mr. Frederick Henry
555 Tracy Avenue
Rockwell City, Iowa 50483

Palmetto State Paper Co.
One Gamecock Lane
Columbia, SC 29208

Professor John Bennett
College of Business
Eastern Michigan University
Detroit, Michigan 48506

Palmetto State Paper Co.
One Gamecock Lane
Columbia, SC 29208

Mr. M. J. Grove
Grove Paper Company
1106 Gunter Street
Memphis, TN 32304

One Gamecock Lane

Columbia, SC 29208

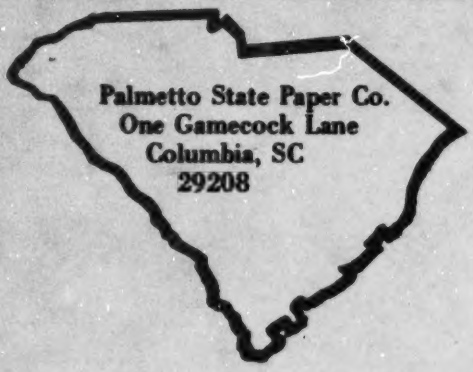
INTEROFFICE
CORRESPONDENCE

TO:

DATE:

FROM:

SUBJECT:


Palmetto State Paper Co.
One Gamecock Lane
Columbia, SC
29208

TASK SIMULATION

WORD PROCESSING

STUDENT

B

CORRESPONDENCE SECRETARY IN A WORD PROCESSING CENTER

Developed by

Nancy Malloy Hawkins

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

© 1978 South Carolina Department of Education

CORRESPONDENCE SECRETARY IN A WORD PROCESSING CENTER

OBJECTIVE:

The student will (1) transcribe the three items of recorded dictation into mailable form and (2) put into mailable form the attached rough draft letter.

PRIOR STUDENT EXPERIENCE:

The student should have completed Typing I and II or be currently enrolled in Typing II. The student must also know (1) how to set up a letter in block letter form, (2) how to operate a transcribing machine, (3) how to operate an automatic and/or electric typewriter. In addition, the student should be familiar with proofreader's marks.

NECESSARY EQUIPMENT, SUPPLIES, AND RESOURCES:

Transcribing machine
Automatic and/or electric typewriter
Recorded dictation
3 sheets of letterhead stationary
3 envelopes – No. 10
1 sheet of carbon paper
4 sheets of onionskin paper
Typewriter eraser
1 interoffice memorandum form
Dictionary
List of proofreader's marks

SITUATION:

You are a correspondence secretary in the Word Processing Center of Palmetto State Paper Company, One Gamecock Lane, Columbia, SC 29208. It is 11 a.m. Your supervisor has just handed you recorded dictation and a letter in rough draft form. Your supervisor has requested that you complete this work before 3:30 p.m. because your employer will be leaving for the airport at 4:15 today and must sign the correspondence prior to leaving.

INSTRUCTIONS:

1. Make sure you have all the necessary equipment and supplies before you begin.

2. The President of Palmetto State Paper Company requires that all correspondence be typed in full block form with mixed punctuation.

3. Errors may be corrected by automatic typewriter or with a typing eraser. No liquid eraser or paper tape is allowed.

4. You may begin by transcribing the recorded dictation or by typing the rough draft letter on page 2 into mailable form.

5. At the end of the first class period, put away the equipment and resource materials which you have been using and turn in the completed work. This work is to be picked up at the beginning of the next class period and the entire assignment handed in for grading at the close of the second class period.

6. After you have all the work in mailable form, proofread everything again to make sure there are no errors which have not been properly corrected.

November 14, 19--

Mr. M. J. Grove
Grove Paper Company
1106 Gunter ~~Avenue~~ Street
Memphis, Tennessee 32304

Dear Mr. Grove:

On September 15, October 15, and November 15 we wrote asking you to either forward a check in the amount of $520.80 or let us know why you have not paid for the ~~merchandise~~ paper which we shipped you three months ago.

As of this date, we have ~~neither~~ received neither your check nor heard from you.

~~Because you have chosen to ignore our prior requests,~~ It is imperative that we receive a check in the amount of $520.80 no later than December 1, 19--. If we have not received payment by December 2, your account will be turned over to our attorney for collection on December 3, 19--.

We await your check.

Sincerely,

Lois L. Kane
Credit Manager

urs